

DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION



2022 – 2023 ANNUAL REPORT

**DIVISION OF HOTELS
& RESTAURANTS**

RON DESANTIS, GOVERNOR

MELANIE S. GRIFFIN, SECRETARY

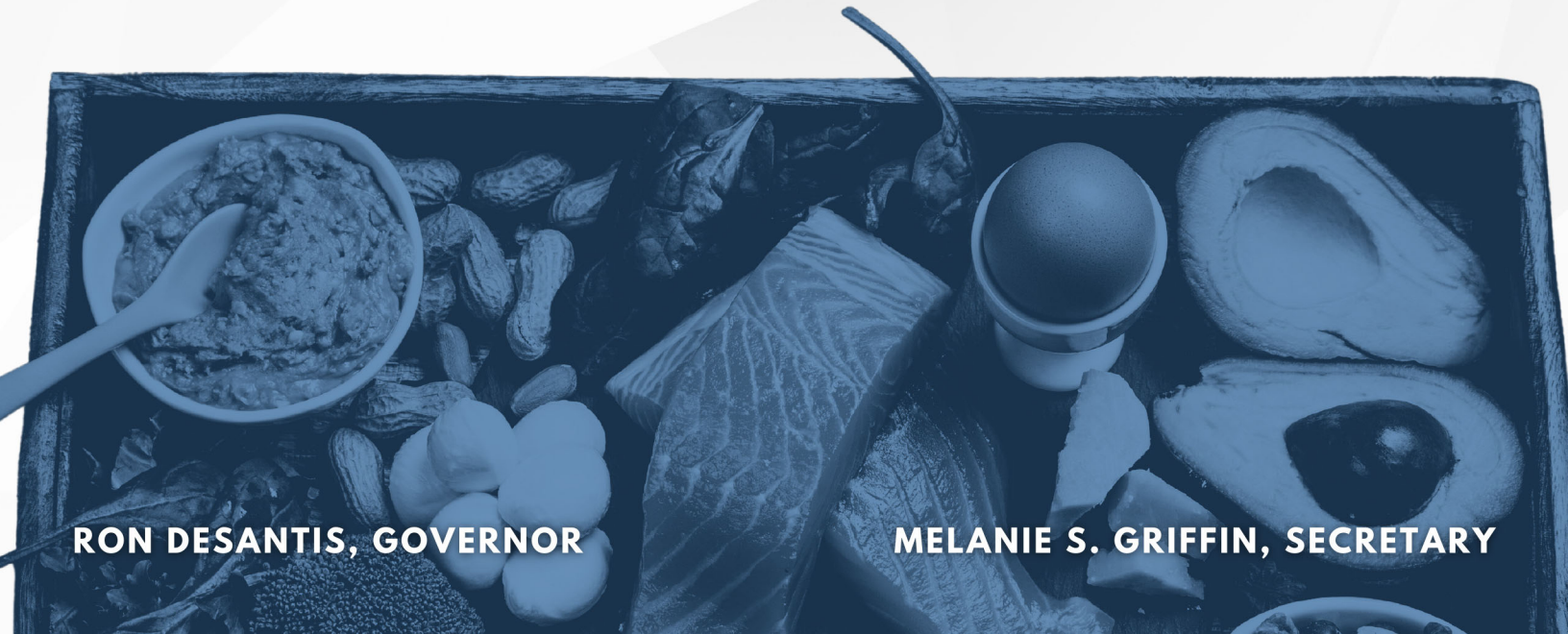


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DIVISION OF HOTELS AND RESTAURANTS

The Division of Hotels and Restaurants (Division) is responsible for licensing, inspecting and regulating public lodging and food service establishments in Florida.¹ The mission of the Division is to protect the health and safety of the public by providing the industry with quality inspections and fair regulation. The Division is also responsible for licensing and regulating elevators, escalators and other vertical conveyance devices.²

The Division is organized into four main units:

- Office of the Director;
- Bureau of Sanitation and Safety Inspections;
- Bureau of Field Services; and
- Bureau of Elevator Safety.

During the past Fiscal Year, the Division was authorized 353 positions to provide program services and an operating budget of \$28,443,458. During this period, the Division:

- Conducted a total of 166,366 public food service and lodging establishment inspections to ensure sanitation and safety standards (tables 6 -7, page 10-11);
- Performed 92% of the statutorily required inspections for public food service, 96% for transient lodging establishments and 99% for apartments (table 8, page 12);
- Cited a total of 678,992 violations of sanitary standards in public food service and lodging establishments (see tables on pages 13-20); and
- Identified 168,070 violations that were corrected on site and 42,032 violations where corrective action was taken during inspections, demonstrating achievement of active managerial control of food safety findings.

OFFICE OF THE DIRECTOR

Steven von Bodungen, Director

The Office of the Director oversees all operations and activities of the Division. The Director manages the preparation of the Division's annual legislative budget requests; ensures that appropriated funds are properly disbursed; and is responsible for implementing legislative changes to Chapters 399 and 509, Florida Statutes, as well as promulgating rules and regulations related to the Division's programs. The Director works closely with the Department's legal staff regarding matters of enforcement and compliance, as well as emergency closures for establishments posing an immediate health or safety threat to the public.

¹ Pursuant to Chapter 509, Florida Statutes.

² Pursuant to Chapter 399, Florida Statutes.

BUREAU OF SANITATION AND SAFETY INSPECTIONS

Michelle Haynes, Bureau Chief

During Fiscal Year 2022-2023 the Bureau of Sanitation and Safety Inspections (BSSI) accomplished 166,366 inspection activities of the 132,557 licensed food service and lodging establishments in Florida to ensure the health and safety of our residents and visitors. BSSI has seven district offices that are located in Doral, Margate, Fort Myers, Orlando, Tampa, Jacksonville and Panama City Beach. Each of the seven district offices is responsible for coordinating daily activities and scheduling inspections. Administrative enforcement cases are initiated by district offices to ensure compliance with the law. The Division is authorized to assess fines up to \$2,000 per violation and to suspend or revoke an operator's license. In addition to routine safety and sanitation inspections, BSSI performs:

- Opening inspections for new establishments and changes of ownership;
- "Callback" inspections on establishments cited for high-priority violations within a specified time period to verify correction of deficiencies;
- Complaint investigations;
- Foodborne illness investigations in coordination with the Florida Department of Health;
- Disaster inspections of public food service and public lodging establishments whenever necessary to respond to an emergency event or incident; and
- Temporary food service event inspections.

The BSSI inspection team executed a statewide response to two significant natural disasters during this fiscal year. Hurricane Ian struck Florida's Gulf Coast on September 28, causing extensive power outages, over \$12.6 billion in damages, and resulting in the loss of 149 lives. Six out of the seven district offices were administratively closed, with the D7 Ft. Myers office remaining closed for 2.5 weeks. Hurricane Nicole made landfall near Vero Beach on the east coast of Florida on November 10th. This event caused major storm surge flooding, adding to the existing damage from Hurricane Ian. It resulted in \$481 million in damages and five deaths, along with the administrative closure of three district offices. In response to Hurricanes Ian and Nicole, BSSI conducted 4,178 disaster inspections in the affected areas. These inspections ensured that food service establishments were in proper structural condition to operate and provided guidance to licensees on maintaining food safety under disastrous conditions.

Office of Program Quality (OPQ) ensures that all inspectors are properly trained by our staff of qualified trainers. This office conducts new employee training programs that provide step-by-step levels of instruction and participation geared toward producing well-rounded, consistent and knowledgeable inspectors.

OPQ coordinates and provides technical training for Division inspection staff as required by Section 509.036, Florida Statutes. This includes ensuring all new inspectors are field tested by US Food and Drug Administration (FDA)-certified inspection/training officers on risk-based and Hazard Analysis and Critical Control Point inspections. Each inspector receives a minimum of 20 continuing education hours per year in food safety and sanitation. In Fiscal Year 2022-23, OPQ facilitated 7,828 continuing education hours statewide.

The Division most recently adopted the 2017 FDA Food Code and OPQ staff is responsible for integrating food code changes that affect the Division and for making recommendations to management regarding rules and policies influenced by those changes. The technical coordinators also assist in the application of laws and rules, help resolve implementation issues for field staff and industry, and provide leadership in public workshops or hearings to resolve outstanding sanitation and safety issues. The coordinators address technical questions from the public regarding laws, rules and procedures, and field complaints prior to investigation by the district offices.

Office of Plan Review (OPR) oversees plan review for new or remodeled food service establishments, acting on variance requests and ensuring statewide consistency. The centralized OPR completes all reviews in the Tallahassee headquarters office. OPR received 8,495 and reviewed 8,279 plans in fiscal year 2022-2023.

OPR has implemented a process of identifying complete plan review applications and then expediting those applications. The anticipated faster turnaround time aligns with the Department's mission of licensing efficiently.

BUREAU OF FIELD SERVICES

Christopher Carson, Bureau Chief

The Bureau of Field Services provides support to the rest of the Division in order to ensure achievement of its core mission. This includes operating the Division's Licensure and Compliance sections, updating business systems and technical coordination. Field Services manages the Division's mobile inspection programs, publishes web content and maintains the Division's forms, publications and reporting data.

Licensure Section

The Licensure Section processes licenses for public lodging, food service establishments, and elevators. Staff enters new licenses and changes of ownership, reconciles license fees, resolves licensing problems, and provides license information to the public and the Division's field staff. This office also coordinates the Division's annual license renewals for 132,557 public food and lodging establishments and 60,484 active elevators, escalators and other moving conveyances.

Compliance Section

The Compliance Section manages the administrative enforcement activity of the Division. This office also coordinates indexing of enforcement cases and works with Department legal staff to process emergency orders and formal hearings with the Division of Administrative Hearings within the Department of Management Services. This office continues to emphasize compliance in keeping with the Division's mission which includes an informal, less adversarial, settlement process that reduces the need for litigation.

BUREAU OF ELEVATOR SAFETY

Josh Phillips, Bureau Chief

The Bureau of Elevator Safety enforces Florida’s elevator laws to ensure the safety of persons using moving conveyances (elevators, escalators, dumbwaiters, moving walks, inclined stairway chair lifts and inclined or vertical wheelchair lifts). The use of unsafe or defective conveyances presents a substantial risk of serious injury and exposes elevator personnel, as well as the public, to unsafe and hazardous conditions. The core mission of the Bureau of Elevator Safety is to ensure the safety of life and limb and to protect the health and welfare of the riding public and elevator personnel.

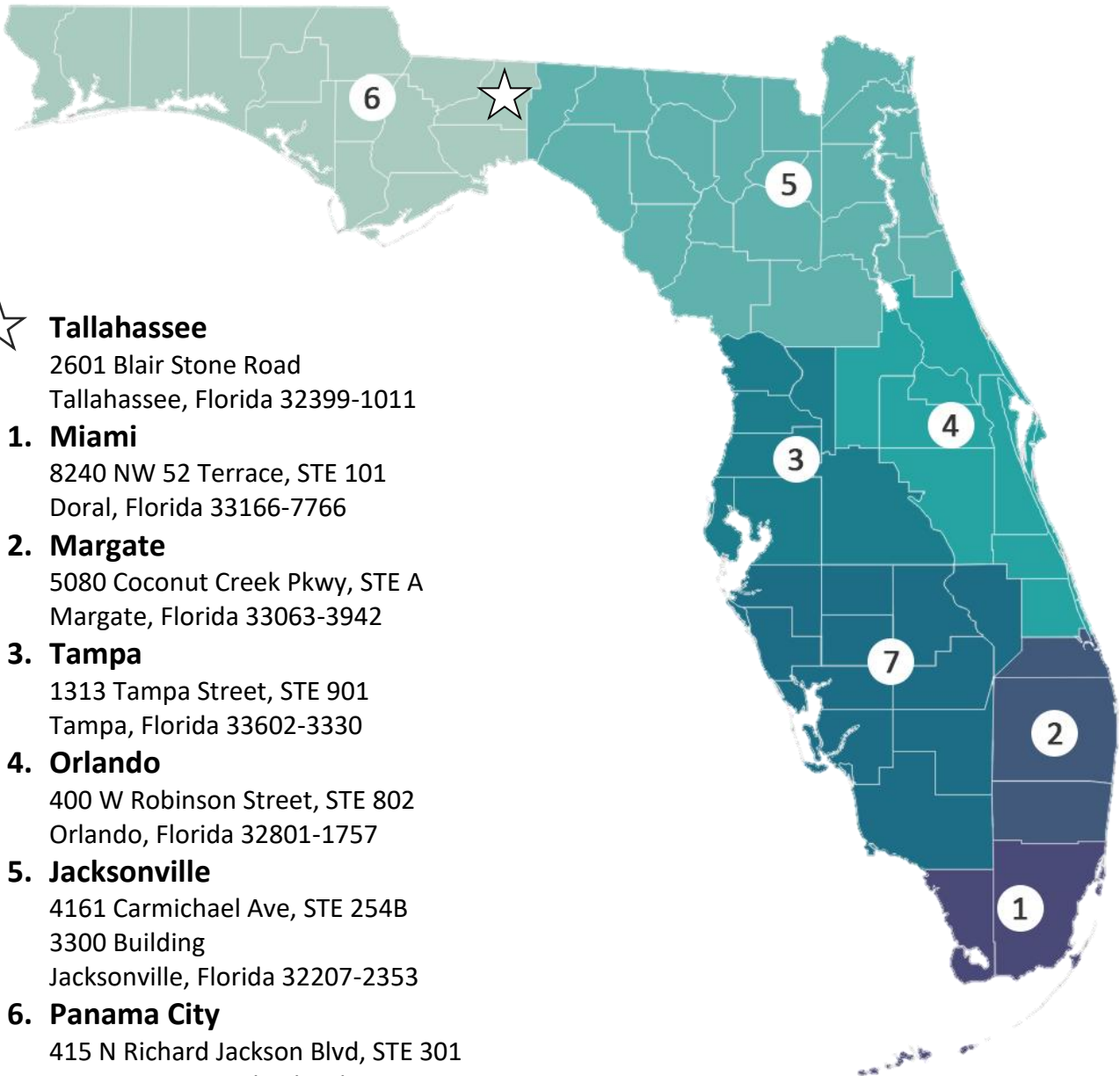
To ensure rider safety, Bureau inspectors audit the quality of private elevator inspections and, where applicable, local jurisdictions, inspecting elevators to monitor compliance with state law and adopted codes. In addition to performing oversight inspections, the Bureau’s 10 certified elevator inspectors respond to reported accidents and complaints, educate owners about their responsibility to have annual safety inspections, and work to eliminate code violations in their respective regions.

The program enforces the national standards of the American Society of Mechanical Engineers’ (ASME) Safety Code for Elevators and Escalators (A17.1, A17.3 and A18.1), the state standard Florida Elevator Safety Code, Chapter 399, Florida Statutes, Chapter 61C-5, Florida Administrative Code, and Chapter 30, Florida Building Code-Buildings. Other accompanying standards include the National Electrical Code and Florida Accessibility Code.

During Fiscal Year 2022-23, the Bureau of Elevator Safety achieved a 92% compliance rate for elevators and other moving conveyances. This rate is representative of conveyances that passed an annual inspection with no safety violations and maintained a current license, known as a certificate of operation. The Bureau worked all year to address delinquent elevators through compliance inspections, written notices and administrative fines in order to facilitate compliance. Maintaining compliance among moving conveyances is crucial to ensuring the safety of the riding public.

In addition to licensing and inspecting conveyances, the Bureau also licenses and regulates certified elevator inspectors, registered elevator companies, certified elevator technicians and those required to hold a certificate of competency. The Bureau also oversees entities providing continuing education to elevator industry personnel. The Bureau is responsible for recording annual safety inspections of moving conveyances. The Bureau coordinates with the Division’s Licensure Section for the renewals of certificates of operation and licenses for elevator companies and industry professionals. The Bureau also manages local jurisdiction contracts, as authorized by statute, with the cities of Miami and Miami Beach, Miami-Dade County, Broward County and the Central Florida Tourism Oversight District in order to ensure that these local jurisdictions adhere to Bureau standards.

REGULATORY DISTRICTS AND OFFICES



Tallahassee

2601 Blair Stone Road
Tallahassee, Florida 32399-1011

1. Miami

8240 NW 52 Terrace, STE 101
Doral, Florida 33166-7766

2. Margate

5080 Coconut Creek Pkwy, STE A
Margate, Florida 33063-3942

3. Tampa

1313 Tampa Street, STE 901
Tampa, Florida 33602-3330

4. Orlando

400 W Robinson Street, STE 802
Orlando, Florida 32801-1757

5. Jacksonville

4161 Carmichael Ave, STE 254B
3300 Building
Jacksonville, Florida 32207-2353

6. Panama City

415 N Richard Jackson Blvd, STE 301
Panama City Beach, Florida 32407-3694

7. Fort Myers

2295 Victoria Ave, STE 263D
Ft. Myers, Florida 33901-3884

Plan Review

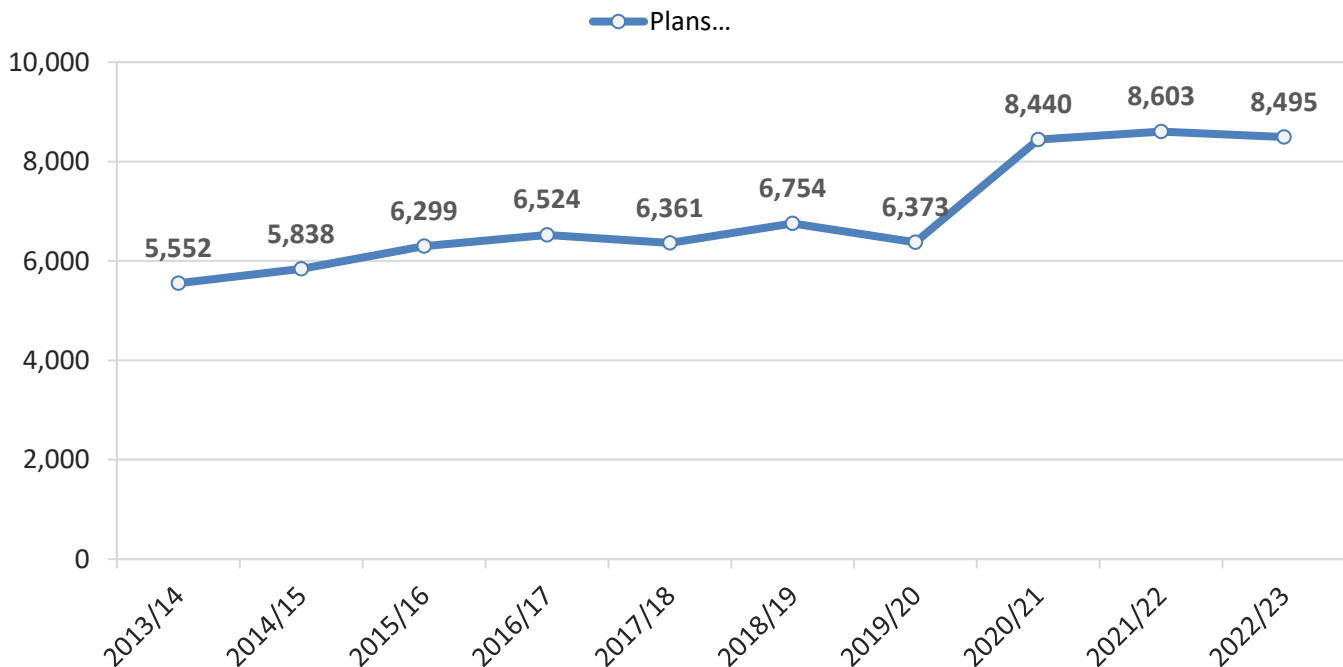
Table 1: Number of Plan Reviews Submitted by Type

District	New	Change Owner	Remodel	Total
1	1,077	117	128	1,322
2	837	134	116	1,087
3	1,207	155	321	1,683
4	1,261	176	273	1,710
5	784	116	157	1,057
6	524	69	107	700
7	746	83	107	936
Total	6,436	850	1,209	8,495

Table 2: Number of Variances Processed

District	Routine	Emergency	Total
1	6	5	11
2	3	3	6
3	1	4	5
4	9	12	21
5	1	2	3
6	0	1	1
7	1	1	2
Total	21	28	49

Figure 1: 10-Year History - Plan Reviews Received



Public Lodging and Food Service Establishments

Licensing

Table 3: Public Lodging and Food Service Establishment License Accounts - End of FY 2022-23

Establishment Type	1	2	3	4	5	6	7	Total
Public Lodging Establishments								
Hotels	548	307	342	496	264	208	217	2,382
Motels	240	315	451	474	306	272	295	2,353
Nontransient Apartments	5,738	3,646	2,772	2,608	1,672	1,131	913	18,480
Transient Apartments	189	284	154	101	47	28	133	936
Bed and Breakfasts	67	23	51	34	57	23	13	268
Vacation Rentals - Condos								
Single	3,210	1,490	892	1,859	555	1,305	1,147	10,458
Group	319	161	112	302	59	207	227	1,387
Collective	238	121	140	265	113	476	236	1,589
Vacation Rentals - Dwellings								
Single	2,078	5,133	4,516	7,162	1,967	2,548	4,092	27,496
Group	93	163	88	87	39	52	75	597
Collective	264	542	511	858	259	566	610	3,610
Vacation Rentals – Timeshare Projects								
Single	0	1	0	1	0	0	0	2
Group	2	7	5	19	0	6	6	45
Collective	0	0	0	0	0	0	1	1
Subtotal	12,986	12,193	10,034	14,266	5,338	6,822	7,965	69,604
Public Food Service Establishments								
Seating	6,375	7,683	7,865	9,524	5,188	3,561	5,292	45,488
Permanent Nonseating	1,194	1,027	986	1,452	610	340	534	6,143
Culinary Education	1	1	0	0	0	0	0	2
Theme Park Food Carts	0	1	1	17	3	0	0	22
Catering	305	272	222	301	117	77	142	1,436
Hot Dog Carts	91	59	99	191	79	39	41	599
Mobile Food Dispensing Vehicles	1,594	858	1,745	1,677	1,057	757	951	8,639
Vending Machines	19	55	104	240	108	21	77	624
Subtotal	9,579	9,956	11,022	13,402	7,162	4,795	7,037	62,953
Grand Total	22,565	22,149	21,056	27,668	12,500	11,617	15,002	132,557

**Public Lodging and Food Service Establishments
Licensing**

Figure 2: 10-Year History - Public Food Service and Lodging Accounts

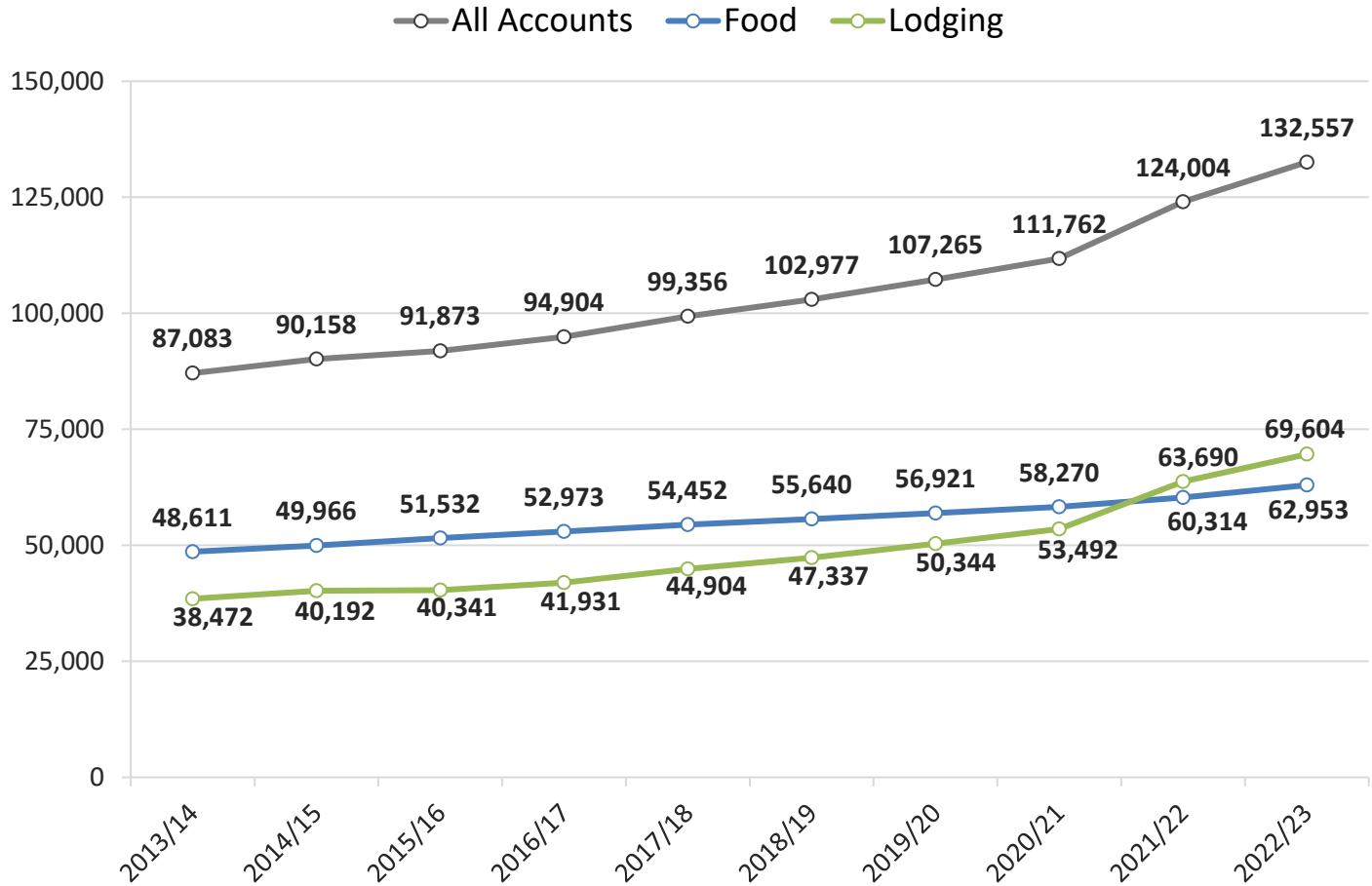


Table 4: Temporary Food Service Event Licenses Issued

Temporary Event Licenses by District								
License Type	1	2	3	4	5	6	7	Total
1-3 day license	135	59	92	228	100	20	31	665
4-30 day license	227	191	451	425	240	135	323	1,992
Annual license	137	184	113	83	26	7	49	599
Already Licensed - Annual	69	117	133	56	139	19	74	607
Already Licensed - Permanent	198	281	181	279	234	106	67	1,346
Already Licensed - DACS	21	5	47	15	3	5	8	104
Total	787	837	1,017	1,086	742	292	552	5,313

NOTE: Vendors with a DBPR or Florida Department of Agriculture and Consumer Services (FDACS) food service license may operate under their existing license when they have a satisfactory on-site inspection.

Public Lodging and Food Service Establishments

Inspections

Table 5: Public Lodging Units by Type and District - End of FY 2022-23

Lodging Units by Type and District								
Establishment Type	1	2	3	4	5	6	7	Total
Hotels	62,859	45,572	41,279	116,066	30,138	21,613	24,149	341,676
Motels	11,742	10,753	21,248	42,762	14,071	15,958	11,422	127,956
Nontransient Apartments	213,394	218,424	264,961	313,573	168,719	81,363	94,922	1,355,356
Transient Apartments	3,487	4,514	3,039	5,608	1,753	2,079	1,779	22,259
Bed and Breakfasts	553	153	197	216	470	136	58	1,783
Vacation Rental-Condos	9,643	6,436	6,477	35,680	4,058	19,618	10,193	92,105
Vacation Rental-Dwellings	5,249	8,970	9,173	18,020	4,179	12,016	12,767	70,374
Vacation Rental-Timeshare Projects	48	366	262	4,913	0	360	195	6,144
Total	306,975	295,188	346,636	536,838	223,388	153,143	155,485	2,017,653

Table 6: Public Lodging and Food Service Establishment Initial Inspections

Public Food Service - Initial Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Totals
Licensing	1,364	1,258	1,703	1,900	1,049	700	970	8,944
Routine	12,488	14,219	14,871	18,097	9,899	6,691	10,458	86,723
Complaint Full	768	1,483	1,522	1,676	972	611	804	7,836
Complaint Partial	5	1	105	123	348	259	2	843
Subtotal: Food	14,625	16,961	18,201	21,796	12,268	8,261	12,234	104,346

Public Lodging - Initial Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Totals
Licensing	458	373	359	396	267	134	164	2,151
Routine	7,131	4,696	3,979	4,073	2,596	1,933	1,874	26,282
Complaint Full	212	260	429	540	184	150	162	1,937
Complaint Partial	1	0	60	13	50	76	2	202
Subtotal: Lodging	7,802	5,329	4,827	5,022	3,097	2,293	2,202	30,572

Total - Initial Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Totals
Licensing	1,822	1,631	2,062	2,296	1,316	834	1,134	11,095
Routine	19,619	18,915	18,850	22,170	12,495	8,624	12,332	113,005
Complaint Full	980	1,743	1,951	2,216	1,156	761	966	9,773
Complaint Partial	6	1	165	136	398	335	4	1,045
Subtotal	22,427	22,290	23,028	26,818	15,365	10,554	14,436	134,918

Public Lodging and Food Service Establishments

Inspections

Table 7: Food and Lodging Callback Inspections

Public Food Service - Callback Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Totals
Licensing	94	118	183	120	159	4	13	691
Routine	2,163	2,540	4,346	4,423	3,074	1,391	2,008	19,945
Complaint Full	228	504	772	653	533	213	258	3,161
Complaint Partial	0	0	29	45	127	63	3	267
Subtotal: Food	2,485	3,162	5,330	5,241	3,893	1,671	2,282	24,064
Public Lodging - Callback Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Totals
Licensing	24	34	53	38	34	3	6	192
Routine	1,086	387	1,076	1,385	973	451	501	5,859
Complaint Full	97	113	263	376	195	119	88	1,251
Complaint Partial	1	0	27	6	18	28	2	82
Subtotal: Lodging	1,208	534	1,419	1,805	1,220	601	597	7,384
Total - Callback Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Totals
Licensing	118	152	236	158	193	7	19	883
Routine	3,249	2,927	5,422	5,808	4,047	1,842	2,509	25,804
Complaint Full	325	617	1,035	1,029	728	332	346	4,412
Complaint Partial	1	0	56	51	145	91	5	349
Subtotal	3,693	3,696	6,749	7,046	5,113	2,272	2,879	31,448

All - Inspections by District								
	1	2	3	4	5	6	7	Total
Total Inspections	26,120	25,986	29,777	33,864	20,478	12,826	17,315	166,366

Note: Tables 6 & 7: Licensing, routine and complaint-full inspections are counted toward statutory requirement. Epidemiological inspections are usually recorded as routine inspections. For an accounting of temporary events, see Table 4.

**Public Lodging and Food Service Establishments
Inspections**

Table 8: Inspection Frequency and Performance

Measure	Food Service	Lodging*	Apartments	Total
Active Licenses Requiring Inspection	62,950	5,003	19,416	87,369
Percent Change Since Last Fiscal Year	4.37%	0.75%	0.98%	3.39%
Estimated Number of Annual Inspections Required	101,402	9,751	19,416	130,569
Number Active Licenses Inspected Once	23,891	243	18,691	42,825
Number Active Licenses Inspected Twice	34,432	4,363	505	39,300
Number Active Licenses Inspected 3 Times	2,633	276	38	2,947
Number Active Licenses Inspected 4 or More Times	359	78	8	445
Number Active Licenses Not Inspected This Period	1,635	43	174	1,852
Percent Active Licenses Inspected Once	37.94%	4.86%	96.27%	49.01%
Percent Active Licenses Inspected Twice	54.70%	87.21%	2.60%	44.98%
Percent Active Licenses Inspected 3 Times	4.18%	5.52%	0.20%	3.37%
Percent Active Licenses Inspected 4 or More Times	0.57%	1.56%	0.04%	0.51%
Percent Active Licenses Not Inspected This Period	2.60%	0.86%	0.90%	2.12%
Number Active Licenses that Met or Exceeded Annual Requirement	58,081	4,849	19,242	82,172
Percent Active Licenses that Met or Exceeded Annual Requirement	92.27%	96.92%	99.10%	94.05%

Note: *Other than apartments and vacation rentals. For purpose of this table, the term “lodging” includes hotels, motels and bed & breakfast inns. Vacation rentals are inspected in response to complaints and are not included above. The number of active licenses may vary slightly from Table 3 because of license processing accomplished since compiling the data for that table.

Table 8A: Public Food Service Risk Level Inspection Requirements

Risk-Based Category	Description	Inspections Required	License Count
Level 1	Temporary public food service establishments, Vending machines, Public food service establishments that: <ul style="list-style-type: none"> Do not cook raw animal food; or Cook raw animal food, but do not cool any cooked/heated foods. 	1	22,328
Level 2	Public food service establishments that: <ul style="list-style-type: none"> Cook raw animal food and cool any cooked/heated food; or Conduct a special process as defined in 3-502.11 or 3-502.12, 2009 FDA Food Code; or Serve a raw or undercooked animal food that requires a consumer advisory. 	2	40,356
Level 3	Public food service establishments that: <ul style="list-style-type: none"> Have a history of non-compliance (the Division has taken three or more disciplinary actions over a two-year period) or Serve a highly susceptible population (HSP). 	3	260
Level 4	Public food service establishments that have been identified by the Florida Department of Health in a confirmed foodborne illness.	4	6

Note: A public food service establishment’s inspection requirement is determined by its Risk Level.

Public Lodging and Food Service Establishments

Food & Lodging Violations

Table 9: Violations Found in Public Food Service Establishments

Food Violations - Foodborne Illness Risk Factors and Public Health Interventions							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
01A Food obtained from approved source	133	0	0	0	133	0.02%	0.001
01B Food safe and unadulterated; sound condition	11,560	35	12	0	11,607	1.87%	0.111
01C Shellstock tags; commingling	0	2,466	52	0	2,518	0.41%	0.024
01D Parasite destruction for raw/undercooked fish	469	28	0	0	497	0.08%	0.005
02A Consumer advisory on raw/undercooked oysters	0	381	0	0	381	0.06%	0.004
02B Consumer advisory on raw/undercooked animal foods	5	2,590	0	0	2,595	0.42%	0.025
02C Date marking ready-to-eat (RTE) potentially hazardous/time/temperature control for safety foods	1,146	11,340	0	0	12,486	2.01%	0.120
03A Receiving and holding PH/TCS foods cold	20,301	0	65	0	20,366	3.29%	0.195
03B Receiving and holding PH/TCS foods hot	6,339	0	0	0	6,339	1.02%	0.061
03C Cooking raw animal foods and plant foods; noncontinuous cooking of raw animal foods	219	217	2	0	438	0.07%	0.004
03D Cooling PH/TCS foods; proper cooling methods	2,192	903	0	0	3,095	0.50%	0.030
03E Reheating PH/TCS foods for hot holding	450	0	1	0	451	0.07%	0.004
03F Time as a Public Health Control	3,129	1,757	0	0	4,886	0.79%	0.047
03G Reduced oxygen packaging (ROP) and other Special Processes	271	768	107	0	1,146	0.18%	0.011
07 Unwrapped or PH/TCS food not re-served	71	0	0	0	71	0.01%	0.001
08A Separating raw animal foods from: each other, RTE foods and unwashed produce	19,584	7	0	0	19,591	3.16%	0.188
08B Food protection during preparation, storage and display	1,033	257	30,058	0	31,348	5.06%	0.300

Public Lodging and Food Service Establishments

Food & Lodging Violations

Table 9: Violations Found in Public Food Service Establishments Continued...

Food Violations - Foodborne Illness Risk Factors and Public Health Interventions							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
09 Bare hand contact with RTE food; Alternative Operating Procedure (AOP)	1,554	46	34	0	1,634	0.26%	0.016
11 Employee health knowledge; ill/symptomatic employee present	240	25,336	3	0	25,579	4.13%	0.245
12A Hands clean and washed properly; use of hand antiseptic if use of AOP	9,076	883	0	0	9,959	1.61%	0.095
12B Employee eating, drinking, tasting food, smoking	0	0	13,633	0	13,633	2.20%	0.131
22 Food-contact surfaces clean and sanitized	8,212	19,353	21,026	0	48,591	7.84%	0.466
31A Handwash sink(s) installed, accessible, not used for other purposes	0	19,139	0	0	19,139	3.09%	0.183
31B Handwashing supplies and handwash sign provided	0	18,949	7,062	0	26,011	4.20%	0.249
32 Bathrooms	0	92	5,230	0	5,322	0.86%	0.051
41 Chemicals/toxic substances	9,054	8,100	1	0	17,155	2.77%	0.164
53A Food manager certification; knowledge/active managerial control (except employee health)	0	8,961	0	0	8,961	1.45%	0.086
53B State approved food handler training; employee duty specific training/knowledge	0	14,229	0	0	14,229	2.30%	0.136
Subtotal: 1. Foodborne Illness Risk Factors and Public Health Interventions	95,038	135,837	77,286	0	308,161	49.73%	2.953
Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
02D Food items properly labeled; original container	0	258	9,092	0	9,350	1.51%	0.000
04 Facilities to maintain PH/TCS foods at the proper temperature	0	38	0	0	38	0.01%	0.000
05 Food and food equipment thermometers provided and accurate	5	3,612	3,079	0	6,696	1.08%	0.064

Public Lodging and Food Service Establishments

Food & Lodging Violations

Table 9: Violations Found in Public Food Service Establishments Continued...

Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
06 PH/TCS foods properly thawed	0	0	5,482	0	5,482	0.88%	0.053
10 In use food dispensing utensils properly stored	410	0	18,843	0	19,253	3.11%	0.185
13 Clean clothes; hair restraints; jewelry; painted/artificial fingernails	0	265	10,559	0	10,824	1.75%	0.104
14 Food-contact and nonfood contact surfaces designed, constructed, maintained, installed, located	3,318	447	34,742	0	38,507	6.21%	0.369
16 Dishwashing facilities; chemical test kit(s); gauges	21	8,879	9,912	0	18,812	3.04%	0.180
21 Wiping cloths; clean and soiled linens; laundry facilities	0	0	15,428	0	15,428	2.49%	0.148
23 Non-food contact surfaces clean	2	0	25,426	0	25,428	4.10%	0.244
24 Storage/handling of clean equipment, utensils; air drying	0	1	11,803	0	11,804	1.90%	0.113
25 Single-service and single-use items	14	0	10,122	0	10,136	1.64%	0.097
27 Water source safe, hot (100F) and cold under pressure	123	5,868	249	0	6,240	1.01%	0.060
28 Sewage and waste water disposed properly	485	58	183	0	726	0.12%	0.007
29 Plumbing installed and maintained; mop sink; water filters; backflow prevention	7,323	546	11,147	0	19,016	3.07%	0.182
33 Garbage and refuse; premises maintained	0	0	7,773	0	7,773	1.25%	0.074
35A No presence or breeding of insects/rodents/pests; no live animals	7,641	143	2,572	0	10,356	1.67%	0.099
35B Outer openings protected from insects/pests, rodent proof	0	0	6,118	0	6,118	0.99%	0.059
36 Floors, walls, ceilings and attached equipment properly constructed and clean; rooms and equipment properly vented	0	0	48,221	0	48,221	7.78%	0.462

Public Lodging and Food Service Establishments
Food & Lodging Violations

Table 9: Violations Found in Public Food Service Establishments Continued...

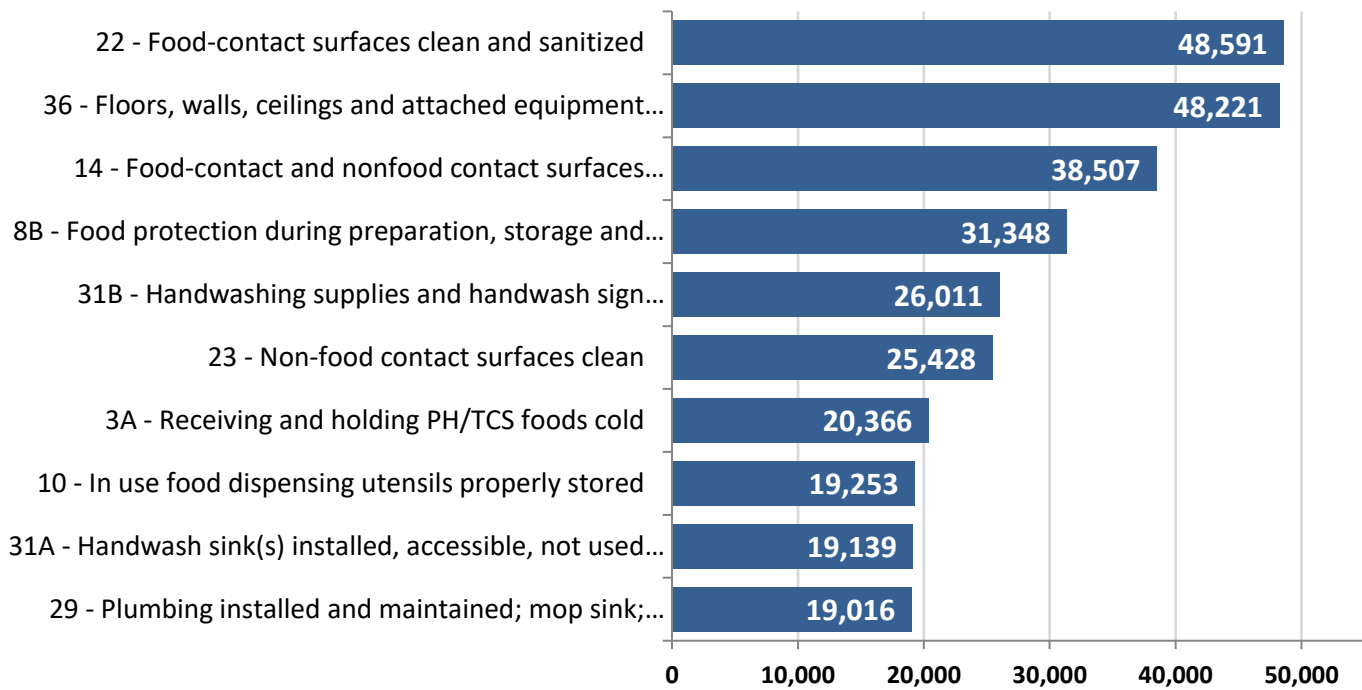
Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
38 Lighting provided as required; fixtures shielded or bulbs protected	0	0	2,551	0	2,551	0.41%	0.024
40 Employee personal belongings	0	0	9,000	0	9,000	1.45%	0.086
42 Cleaning and maintenance equipment	0	0	4,768	0	4,768	0.77%	0.046
43 Complete separation from living/sleeping area/private premise; kitchen restricted - no unauthorized personnel	5	64	31	0	100	0.02%	0.001
50 Current license, properly displayed	6,207	0	8,485	0	14,692	2.37%	0.141
51 Other conditions sanitary and safe operation	25	1,385	8,084	30	9,494	1.53%	0.091
52 Misrepresentation; misbranding	0	226	13	0	239	0.04%	0.002
54 Florida Clean Indoor Air Act Compliance	0	0	33	0	33	0.01%	0.000
55 Automatic Gratuity Notice	0	0	9	0	9	0.00%	0.000
Subtotal: 2. Food Violations - Good Retail Practices	25,579	21,790	263,725	30	311,094	50.20%	2.981
Fire Violations - For Reporting Purposes Only							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
35B-02 Door required to swing in the direction of egress travel	0	0	449	0	449	0.07%	0.004
45 Fire extinguishing equipment	0	0	0	762	0	0.00%	0.000
46 Exits not blocked or locked	0	0	0	454	0	0.00%	0.000
47 Electrical wiring/outlets in good repair	0	0	0	122	0	0.00%	0.000
48 Gas appliances; boiler certificate current/posted	0	0	0	606	0	0.00%	0.000

Public Lodging and Food Service Establishments
Food & Lodging Violations

Table 9: Violations Found in Public Food Service Establishments Continued...

Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
49 Flammable/combustible materials	0	0	0	68	0	0.00%	0.000
Subtotal: 3. Fire Violations (Reporting Only)	0	0	449	2,012	449	0.07%	0.004
Violation Totals							
	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
Grand Total	120,617	157,627	341,460	2,042	619,704	100.00%	5.939
Average Per Inspection	1.16	1.51	3.27	0.02	5.94		
Number of Inspections:	104,346						

Figure 3: Top 10 Violations Found in Public Food Establishments



Public Lodging and Food Service Establishments
Food & Lodging Violations

Table 10: Violations Found in Public Lodging Establishments

Violation Code	Lodging Violations					Total	% of All Violations	Avg. Per Insp.
	High Priority	Inter-mediate	Basic	Human Trafficking	Reporting			
05 Safety: Hearing impaired smoke detectors	740	0	0	0	0	740	1.25%	0.024
08 Safety: Boiler, boiler room	56	0	0	0	0	56	0.09%	0.002
09 Safety: Lighting: public, guest rooms	0	0	67	0	0	67	0.11%	0.002
10 Safety: Adequate heating	8	0	0	0	0	8	0.01%	0.000
11 Safety: Appliances properly installed; maintained	0	0	528	0	0	528	0.89%	0.017
12 Safety: Balcony: railing safety, certification	4,046	0	0	0	0	4,046	6.82%	0.132
13 Safety: Building repair	0	0	8,054	0	0	8,054	13.58%	0.263
14 Safety: Proper locking devices	1,468	0	0	0	0	1,468	2.48%	0.048
15 Sanitation: Bathrooms: public, guest, supplies	0	0	865	0	0	865	1.46%	0.028
16 Sanitation: Water source safe; hot/cold provided	97	0	0	0	0	97	0.16%	0.003
17 Sanitation: Bedding: bed linens, towels	0	0	1,459	0	0	1,459	2.46%	0.048
19 Sanitation: Plumbing	3,030	48	309	0	0	3,387	5.71%	0.111
20 Sanitation: Ventilation	0	0	338	0	0	338	0.57%	0.011
21 Sanitation: Toxics: storage, use	170	845	0	0	0	1,015	1.71%	0.033
22 Sanitation: Ice protection	1,230	0	0	0	0	1,230	2.07%	0.040
23 Sanitation: Glassware; tableware; utensils sanitized	357	10	211	0	0	578	0.97%	0.019
24 Sanitation: Vermin control	2,430	0	0	0	0	2,430	4.10%	0.079
25 Sanitation: Premises maintained	0	0	6,939	0	0	6,939	11.70%	0.227
26 Sanitation: Garbage and refuse disposal	0	0	10,537	0	0	10,537	17.77%	0.345
27 Sanitation: Sewage and waste water disposal	73	0	48	0	0	121	0.20%	0.004
32 Consumer Protection: Security deposit	0	0	1	0	0	1	0.00%	0.000

Public Lodging and Food Service Establishments

Lodging Violations

Table 10: Violations Found in Public Lodging Establishments Continued...

Lodging Violations								
Violation Code	High Priority	Inter-mediate	Basic	Human Trafficking	Reporting	Total	% of All Violations	Avg. Per Insp.
33 Consumer Protection: Unethical business practices; Overbooking	1	0	0	0	0	1	0.00%	0.000
34 Consumer Protection: Criminal Conduct & Miya's Law	1,966	0	5	0	0	1,971	3.32%	0.064
35 Consumer Protection: Florida Clean Indoor Air Act	0	0	5	0	0	5	0.01%	0.000
36 Consumer Protection: Telephone surcharge posted	0	0	193	0	0	193	0.33%	0.006
37 Consumer Protection: Guest register	0	0	27	0	0	27	0.05%	0.001
38 General: Current license: displayed, available upon request	4,968	0	1,161	0	0	6,129	10.34%	0.200
39 General: Housekeeping	0	0	1,670	0	0	1,670	2.82%	0.055
40 General: Other conditions: safe, sanitary	40	0	42	0	0	82	0.14%	0.004
Subtotal: 1. Lodging Violations	20,680	903	32,459	0	0	54,042	91.15%	1.768
Human Trafficking Education Violations								
Violation Code	High Priority	Inter-mediate	Basic	Human Trafficking	Reporting	Total	% of All Violations	Avg. Per Insp.
41 Human Trafficking Education	0	0	0	4,142	0	4,142	6.99%	0.135
Subtotal: 2. Human Trafficking Education Violations	0	0	0	4,142	0	4,142	6.99%	0.135
Fire Violations - For Reporting Purposes Only								
Violation Code	High Priority	Inter-mediate	Basic	Human Trafficking	Reporting	Total	% of All Violations	Avg. Per Insp.
01 Safety: Fire extinguishers	0	0	0	0	1,076	0	0.00%	0.000
02 Safety: Fire hazards	1,104	0	0	0	77	1,104	1.86%	0.036
03 Safety: Fire Sprinkler system	0	0	0	0	16	0	0.00%	0.000
04 Safety: Smoke detectors; fire alarm systems	0	0	0	0	918	0	0.00%	0.000
05 Safety: Hearing impaired smoke detectors	0	0	0	0	75	0	0.00%	0.000
06 Safety: Exits obstructed	0	0	0	0	41	0	0.00%	0.000
07 Safety: Electrical wiring in good repair	0	0	0	0	124	0	0.00%	0.000

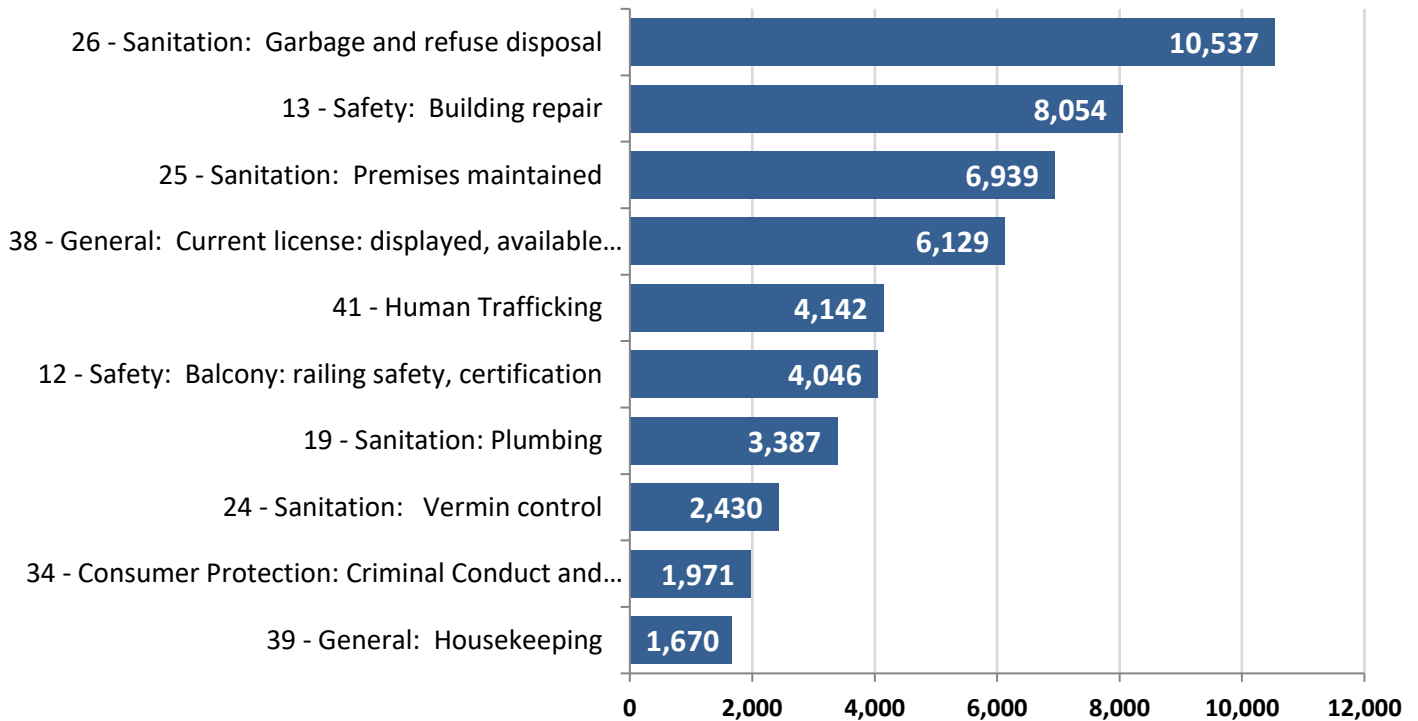
Public Lodging and Food Service Establishments

Lodging Violations

Table 10: Violations Found in Public Lodging Establishments Continued...

Fire Violations - For Reporting Purposes Only								
Violation Code	High Priority	Inter-mediate	Basic	Human Trafficking	Reporting	Total	% of All Violations	Avg. Per Insp.
08-03 Safety: Boiler certificate	0	0	0	0	612	0	0.00%	0.000
11 Safety: Appliances properly installed; maintained	0	0	0	0	14	0	0.00%	0.000
Subtotal: 3. Fire Violations (Reporting Only)	1,104	0	0		2,953	1,104	1.86%	0.036
Violation Totals								
	High Priority	Inter-mediate	Basic	Human Trafficking	Reporting	Total	% of All Violations	Avg. Per Insp.
Grand Total	21,784	903	32,459	4,142	2,953	59,288	100.00%	1.939
Average Per Inspection	0.71	0.03	1.06	0.14	0.10	1.94		
Number of Inspections:	30,572							

Figure 4: Top 10 Violations Found in Public Lodging Establishments



Consumer Complaints

Table 11: Food and Lodging Complaint Activity

Disposition	Other	District							Total
		1	2	3	4	5	6	7	
Foodborne Illness									
Confirmed *	0	18	19	162	8	17	6	8	238
Handled by Phone	0	0	0	0	0	0	0	0	0
Not Observed	0	68	37	411	40	338	47	11	952
Other	12	148	404	99	591	26	239	311	1,830
FBI - Subtotal	12	234	460	672	639	381	292	330	3,020
Food Service									
Confirmed	11	167	363	840	390	606	242	200	2,819
Handled by Phone	0	0	7	7	2	3	5	5	29
Not Observed	15	369	681	1,026	935	1,400	375	446	5,247
Other	59	102	221	171	370	400	190	43	1,556
Food - Subtotal	85	638	1,272	2,044	1,697	2,409	812	694	9,651
Lodging - Apartments									
Confirmed	1	46	23	171	69	81	26	28	445
Handled by Phone	1	2	1	3	19	4	2	2	34
Not Observed	2	25	69	204	62	69	35	54	520
Other	1	25	24	112	114	30	41	4	351
Apartment - Subtotal	5	98	117	490	264	184	104	88	1,350
Lodging - Hotels, Motels and Bed & Breakfasts									
Confirmed	0	45	44	203	124	94	78	43	631
Handled by Phone	0	2	0	1	4	0	1	0	8
Not Observed	1	75	100	307	291	132	63	88	1,057
Other	2	40	31	55	121	23	57	17	346
Lodging - Subtotal	3	162	175	566	540	249	199	148	2,042
Lodging - Vacation Rentals									
Confirmed	0	4	3	8	12	3	4	11	45
Handled by Phone	0	0	2	1	1	0	0	3	7
Handled by Letter/Email	5	10	5	17	20	2	22	24	105
Not Observed	0	3	7	13	36	2	16	22	99
Other	0	6	7	7	48	5	16	11	100
Vacation Rentals - Subtotal	5	23	24	46	117	12	58	71	356
Grand Total	110	1,155	2,048	3,818	3,257	3,235	1,465	1,331	16,419

NOTE: *Disposition based on inspection violations, not epidemiological outcomes. Confirmed and Not Observed denotes that the Division followed up with an inspection and was able to provide a clear complaint disposition. Disposition "Other" includes inspections where the complaint disposition was unclear and all other follow-ups other than phone calls, including letters, e-mails, referrals to other agencies and not recorded, possibly due to an open investigation.

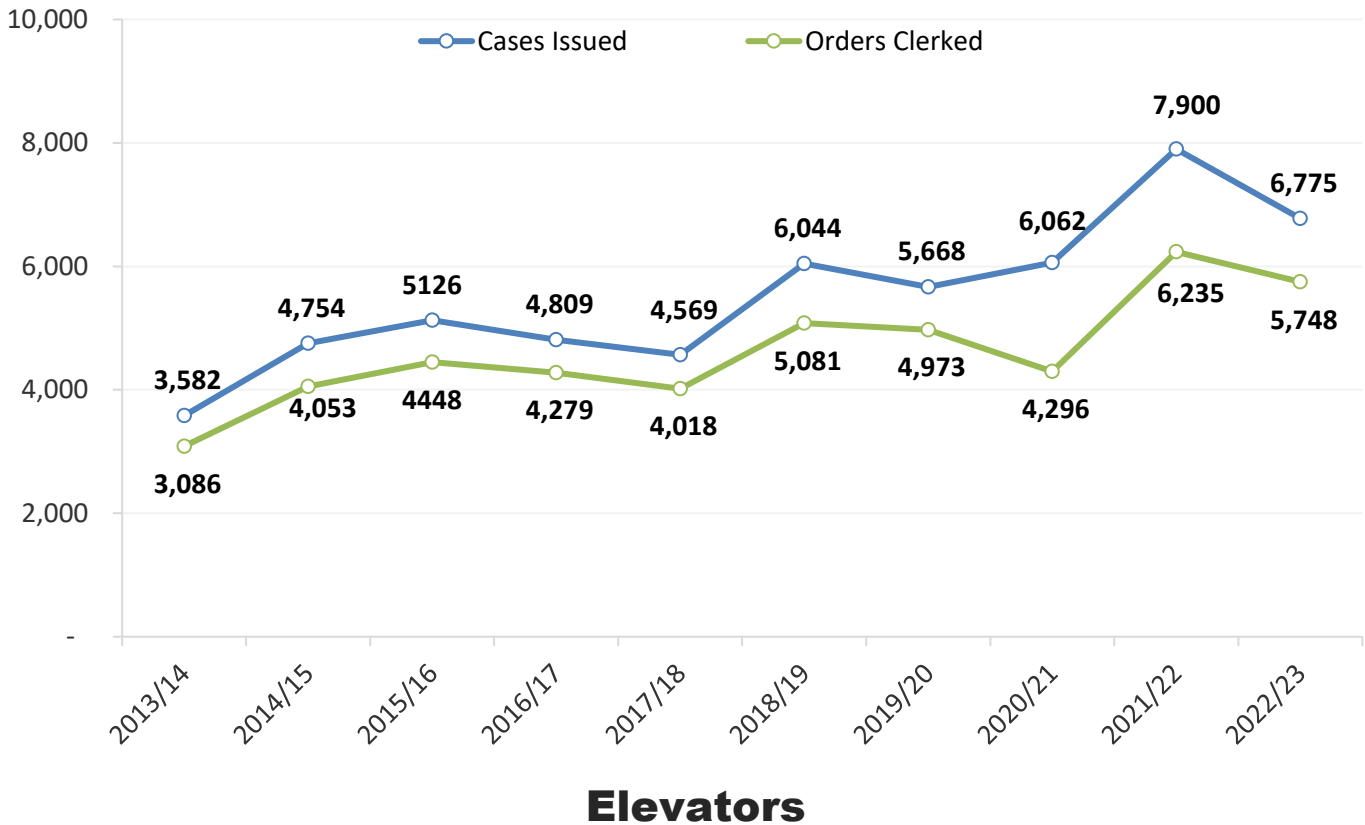
Compliance

Table 12: Compliance Activity

COMPLIANCE ACTIVITY	FOOD SERVICE	LODGING	ELEVATORS	TOTAL
Cases issued	3,609	541	2,625	6,775
1st offender	2,726	509	1,760	4,995
2nd offender	637	30	507	1,174
3rd offender	161	1	194	356
4th or higher	85	1	164	250
Settlement Officers				
Settled	2,712	208	662	3,582
Dismissed/Closed	422	219	545	1,186
Final Orders on Waiver	533	62	1,381	1,976
Sent to Office of General Counsel	177	10	80	267
Total processed by Division	3,844	499	2,668	7,011
Agency Clerk				
Orders Clerked	3,361	273	2,114	5,748
Office of General Counsel				
Cases Opened	177	5	72	254
Cases Closed	166	2	88	256
Dismissed	28	1	56	85
Stipulation & Consent Orders	138	1	32	171
Final Orders	0	0	0	0
Actions				
Suspensions	79	0	0	79
Revocations	0	0	0	0
Fines assessed	\$1,354,190	\$62,770	\$769,050	\$2,186,010
Average fine assessed	\$385	\$233	\$374	
Median fine assessed	\$400	\$200	\$250	
Most frequent fine assessed	\$400	\$200	\$250	
Fines collected	\$1,214,507	\$58,044	\$674,941	\$1,947,492

Compliance

Figure 5: 10-Year History - Compliance Activity Comparison



Elevators

Table 13: Elevator Accounts - End of FY 2022-23

Elevator Type	Current	% Current	Delinquent	% Delinquent	Total	Permits	Sealed	Special Sealed	Total
Traction Passenger	14,858	92.86%	1,142	7.14%	16,000	1,192	87	81	17,360
Hydraulic Passenger	35,326	93.50%	2,455	6.50%	37,781	619	262	242	38,904
Traction Freight	376	87.85%	52	12.15%	428	19	35	35	517
Hydraulic Freight	606	92.80%	47	7.20%	653	12	23	48	736
Hand Power Passenger	7	87.50%	1	12.50%	8	0	0	1	9
Hand Power Freight	2	100.00%	0	0.00%	2	0	8	3	13
Moving Walk	63	100.00%	0	0.00%	63	0	0	0	63
Inclined Lift	34	79.07%	9	20.93%	43	6	0	0	49
Limited Use Limited Application	416	87.58%	59	12.42%	475	35	13	7	530
Dumbwaiter	282	83.68%	55	16.32%	337	16	231	48	632
Escalator	1,124	92.28%	94	7.72%	1,218	12	49	43	1,322
Hand Elevator	4	100.00%	0	0.00%	4	0	0	0	4
Sidewalk Elevator	2	100.00%	0	0.00%	2	0	4	0	6
Material Lift, Dumbwaiter, ATD	10	100.00%	0	0.00%	10	4	1	0	15
Special Purpose Personnel Elevator	75	90.36%	8	9.64%	83	0	7	0	90
Inclined Stairway Chair Lift	45	88.24%	6	11.76%	51	10	12	1	74
Inclined & Vertical Wheelchair Lift	2,843	86.02%	462	13.98%	3,305	180	175	97	3,757
Rack and Pinion/Screw Column	20	95.24%	1	4.76%	21	0	0	0	21
Total	56,093	92.74%	4,391	7.26%	60,484	2,105	907	606	64,102

Elevators

Figure 6: 5-Year History - Active Elevator Accounts and Licensing Compliance Rate

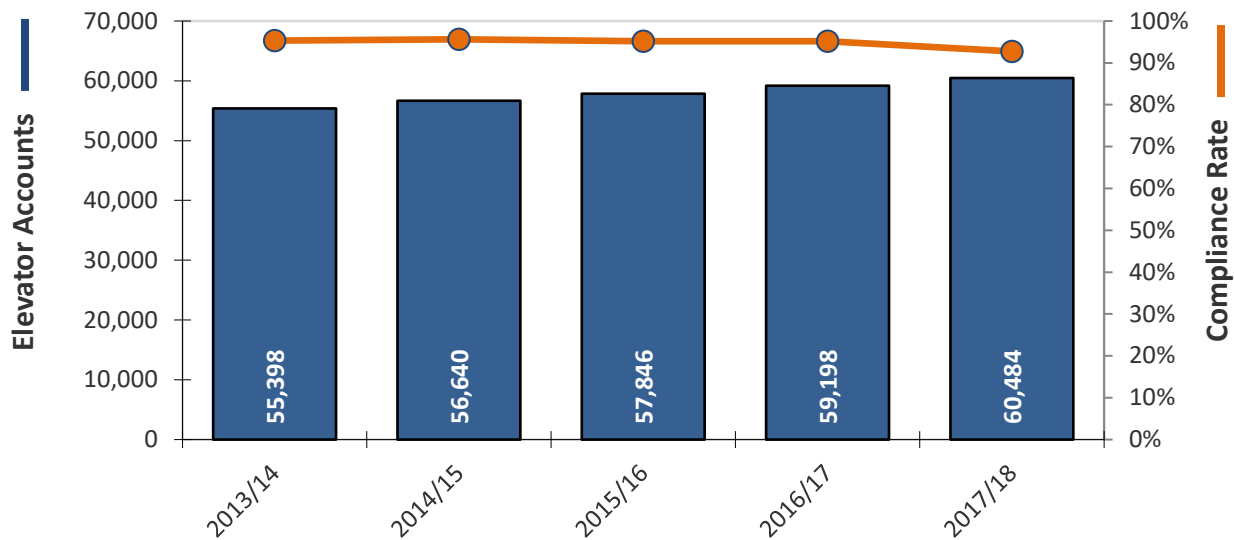


Table 14: 5-Year History - Elevator Professional Credential Accounts

License Type	2018-19	2019-20	2020-21	2021-22	2022-23
Registered Elevator Companies	377	410	441	480	405
Certified Elevator Inspectors	456	498	532	572	616
Certified Elevator Technicians	1,788	1,877	1,833	2,007	2,205
Certificates of Competency	1,926	2,047	2,045	2,197	2,330

Table 15: Elevator Inspections Performed by Inspection Type

Inspection Type	Failed	Passed	Total
Comp Monitoring	132	233	365
Accident	14	5	19
Alteration/Acceptance	121	2,917	3,038
Callback	1,946	13,435	15,381
Complaint	233	221	454
Construction	878	47	925
Industry Oversight/Audit	337	435	772
Initial Acceptance	1	1,500	1,501
Routine	18,397	29,328	47,725
Temporary Operation Inspection	103	928	1,031
Two Stop	57	74	131
Total	22,219	49,123	71,342

Elevators

Figure 7: Historical Comparison of Elevator Inspections

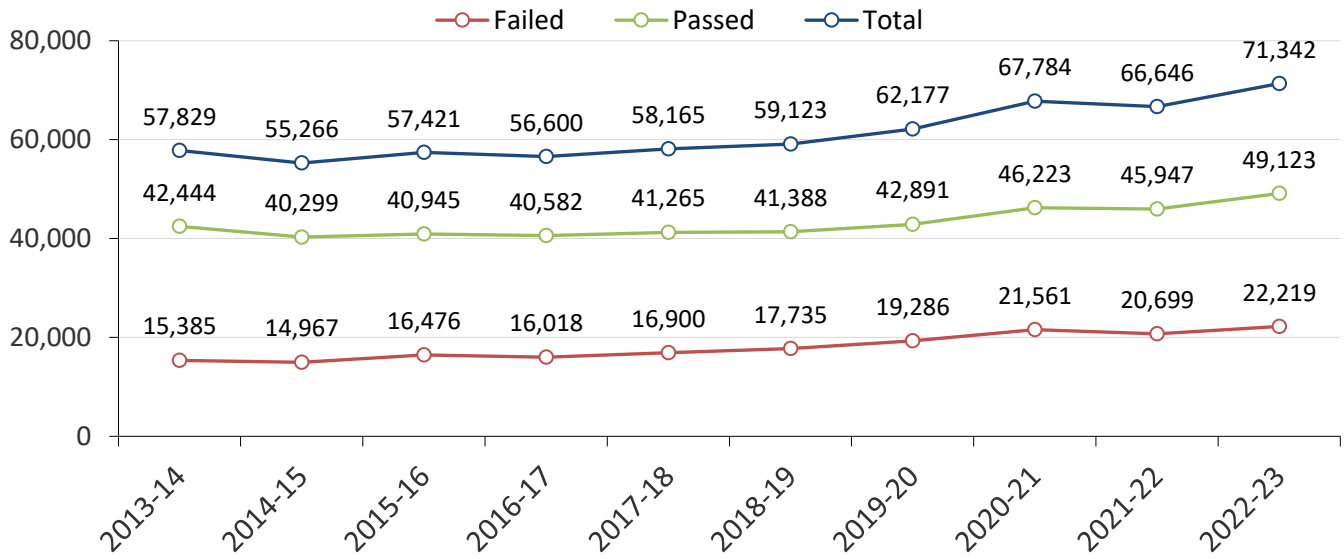


Table 16: 5 Year History - Elevator Accidents

Elevator Type	2018-19	2019-20	2020-21	2021-22	2022-23	Total	% Total
Dumbwaiter	0	0	0	0	0	0	0.00%
Escalator	404	354	316	534	515	2,123	56.28%
Hydraulic Freight	2	0	0	2	6	10	0.27%
Hydraulic Passenger	67	49	47	45	8	216	5.73%
Inclined Lift (stair)	0	0	0	0	0	0	0.00%
Inclined Wheel	0	1	0	1	0	2	0.05%
Limited Use	0	0	0	0	0	0	0.00%
Moving Walk	213	233	122	266	249	1,083	28.71%
Special Purpose	0	0	0	0	0	0	0.00%
Traction Freight	0	0	0	0	0	0	0.00%
Traction Passenger	101	86	58	70	23	338	8.96%
Total	787	723	543	918	801	3,772	100.00%

--- End of Fiscal Year 2022-23 Report ---

Data Sources: DBPR Versa Regulation Single Licensing System, Hotels & Restaurants Plan Review Database, DBPR Qlik Sense, DBPR Office of General Counsel. Data collected from 7/1/2013 – 8/23/2023, some report statistics may vary due to activity since compiling data.